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ABSTRACT

This book describes how the principles of quality can be applied to education. Based on the work of W. Edwards Deming and Joseph M. Juran, the book outlines a systematic and practical approach to implementing quality in educational settings. It also describes how to encourage staff participation in quality initiatives. Total-quality schools are characterized by a customer focus, total stakeholder participation, progress-assessment measurements, a systems view, and continuous improvement. Fifteen chapters present information on leadership, Total Quality Management (TQM) in education, TQM implementation, the development of quality task teams, the problem-solving cycle, problem-solving tools and techniques, the cost of quality, and continuous-improvement processes. Examples of quality schools are provided. One chapter presents a criteria framework based on the Malcolm Baldrige National Quality Award assessment process. Numerous figures, charts, worksheets, and subject index are included. (LMI)

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